

ADMINISTRATIVE MESSAGE

ROUTINE

R 051000Z FEB 01 ZYB PSN 657939J39

FM COMSPAWARSYSCOM SAN DIEGO CA//04C//

UNCLAS //N03090//

MSGID/GENADMIN/COMSPAWARSYSCOM/04C/

**SUBJ/SPAWAR CONSOLIDATED CALL CENTER TRANSITION TO NAVY INTEGRATED
/CALL CENTER//**

REF/A/DOC/CINCPACFLT INST 4341.H DTD 10SEP96//

REF/B/DOC/CINCLANTFLT 4700.10 DTD 2AUG94//

NARR/REFS A AND B PROVIDE GUIDANCE FOR FLEET TECHNICAL ASSISTANCE//
POC/G. MARTIN/CDR 04C/COMSPAWARSYSCOM/-/TEL: CML (619)524-7252
/TEL: DSN 524-7252//

RMKS/1. FOR FLTS/TYCOMS/REG COMMANDERS: REQUEST WIDEST
DISSEMINATION.

2. PER STANDING POLICY, FLEET TECHNICAL SUPPORT CENTERS (FTSCLANT
& FTSCPAC) CONTINUE TO BE THE FIRST POINT OF CONTACT FOR
WATERFRONT TECHNICAL AND LOGISTICS SUPPORT REQUESTS IAW CINC AND
TYCOM DIRECTIVES (REFS A AND B GERMANE).

**3. EFFECTIVE 1 FEB 01 THE SPAWAR CONSOLIDATED CALL CENTER (CCC) IS
DISESTABLISHED.** CCC OPERATIONS HAVE BEEN TRANSFERRED TO THE NAVY
ANCHORDESK/NAVY INTEGRATED CALL CENTER (NICC). AS WAS THE CCC,
THE NICC IS MANNED 24/7/365 AND PROVIDES A SINGLE POINT OF
ENTRY FOR ALL SPAWAR LOGISTICS AND TECHNICAL IT-21 AND C4ISR
SUPPORT REQUESTS. NICC IS ALSO THE SINGLE ENTRY POINT FOR NAVAIR,
NAVSUP AND NAVSEA TECHNICAL ASSISTANCE. EFFECTIVE 01 FEB 2001 AND
CONTINUING THROUGH 30 APR 2001, CALLS TO SPAWAR CCC (1-877-477-2927)
WILL BE DIRECTED TO THE NICC.

**4. EFFECTIVE IMMEDIATELY, CALLERS CAN REACH THE NICC BY DIALING
TOLL FREE 1-877-4-1-TOUCH (1-877-418-6824), OR GLOBAL DSN 510-428-
6824.** PRESS 2 TO SPEAK DIRECTLY TO A CUSTOMER SERVICE REPRESENTATIVE
WHO WILL CAPTURE THE NECESSARY INFORMATION AND ASSIGN ACTION TO THE
APPROPRIATE SOLUTION PROVIDER(S).

5. CALLERS WILL BE ASKED TO PROVIDE:

- (1) COMMAND REQUESTING ASSISTANCE
- (2) POC (NAME, EMAIL ADDRESS, WEB SITE, PHONE NUMBER)
- (3) DESCRIPTION OF ISSUE OR PROBLEM INCLUDING URGENCY. BASIC
RULE SET IS THAT "URGENT" REQUESTS MEET OR WILL MEET IF
UNRESOLVED, CASREP CRITERIA, I.E. CASREP IMMINENT IF NOT
CORRECTED. THIS STANDARD ENSURES THAT A PRIORITY SCHEME IS NOT
PUT IN PLACE TO ELEVATE NON-CASREP ISSUES ABOVE CASREP ISSUES.
NICC MAY REQUEST NAME/CONTACT INFO OF INDIVIDUAL WHO ASSIGNS

"URGENT" DESIGNATION, WHO SHOULD HAVE AUTHORITY TO ASSIGN CASREP DESIGNATION. INITIAL RESPONSE FROM THE NICC WILL INCLUDE A TRACKING NUMBER TO IDENTIFY THE REQUESTING SHIP'S ISSUE, AND WILL BE USED AS THE REFERENCE NUMBER THROUGH THE LIFE OF THE ISSUE, REGARDLESS OF HOW COMPLEX, OR NUMBER OR LOCATION OF ASSISTING ACTIVITIES REQUIRED TO SOLVE THE ISSUE. THE APPROPRIATE SOLUTION PROVIDER WILL RESPOND BY EMAIL, MSG IF REQUESTED, OR PHONE CALL.

6. THIS IS A STEP TO INTEGRATE AND ULTIMATELY CONSOLIDATE ASHORE LOGISTICS SUPPORT PROCESSES WITH A SINGLE 1-800 NUMBER TO CALL FOR TECHNICAL AND LOGISTICS ASSISTANCE IN THE EVENT A SOURCE OF SUPPORT IS NOT KNOWN. EXISTING SPAWAR HELP DESKS AND PHONE NUMBERS WILL BE MAINTAINED. ADDITIONAL ADVISORY MSGS WILL BE RELEASED.//

BT
NNNN

TO CINCLANTFLT NORFOLK VA//N41/N43/N6//
CINCPACFLT PEARL HARBOR HI//N41/N43/N6//
CINCPACFLT PEARL HARBOR HI//N41/N43/N6//
COMNAVAIRPAC SAN DIEGO CA//N4/N422/N422C/N6/N43/N436/N2///
COMNAVAIRLANT NORFOLK VA//N4/N422/N422C/N6/N43/N436/N2//
COMNAVSURFLANT NORFOLK VA//N2/N4/N6/N63/N635//
COMNAVSURFPAC SAN DIEGO CA//N2/N4/N43/N4324//
COMNAVSEASYS COM WASHINGTON DC//04L//
COMSUBLANT NORFOLK VA//N2/N4/N6//
COMSUBPAC PEARL HARBOR HI//N2/N4/N6/N41//

INFO CNO WASHINGTON DC//N60/N62/N881C//
CNO WASHINGTON DC//N60/N62/N881C//
CHNAVPERS WASHINGTON DC//00//
COMNAVSEASYS COM WASHINGTON DC//PMS312Q//
COMNAVAIRSYS COM PATUXENT RIVER MD//AIR1.0/AIR2.0/AIR3.0
/AIR4.0/PMA260//
COMNAVSUPSYS COM MECHANICSBURG PA//04//
NAVICP MECHANICSBURG PA//05//
COMNAVREG NE GROTON CT//00//
COMNAVREG MIDLANT NORFOLK VA//00//
COMNAVREG SE JACKSONVILLE FL//00//
COMNAVREG SW SAN DIEGO CA//00//
COMNAVREG NW SEATTLE WA//00//
COMNAVREG NW SEATTLE WA//00//
COMNAV DIST WASHINGTON DC//00//
COMNAV DIST WASHINGTON DC//00//
COMNAVREG PEARL HARBOR HI//00//
CINCUSNAVEUR LONDON UK//00//
CINCUSNAVEUR LONDON UK//00//
CNET PENSACOLA FL//00//
COMNAVFORJAPAN YOKOSUKA JA//00//
COMNAVFORJAPAN YOKOSUKA JA//00//
BUMED WASHINGTON DC//00//
BUMED WASHINGTON DC//00//
COMNAVFACENGCOM WASHINGTON DC//00//
COMNAVFACENGCOM WASHINGTON DC//00//
COMNAVBASE GUANTANAMO BAY CU//00//
PEO THEATER SURFACE COMBATANTS WASHINGTON DC//JJJ//

PEO SUB WASHINGTON DC//JJJ//
PEO EXW WASHINGTON DC//JJJ//
PEO CARRIERS WASHINGTON DC//JJJ//
FISC SAN DIEGO CA//00//
FISC SAN DIEGO CA//00//
FISC NORFOLK VA//00//
FTSCPAC SAN DIEGO CA//JJJ//
FTSCLANT NORFOLK VA//JJJ//
NAVSEALOGCEN MECHANICSBURG PA//00/N50//
SPAWARSYSCEN CHARLESTON SC//00/0F/0L/30/40/50/60/70//
SPAWARSYSCEN SAN DIEGO CA
//D33/D42/D60/D61/D611/D62/D63/D64/D65//
SPAWARSYSCEN CHESAPEAKE VA//30/40/50/60/70/80/90//
SPAWARSYSCEN CHESAPEAKE VA//30/40/50/60/70/80/90//
COMNAVRESFOR NEW ORLEANS LA//JJJ//